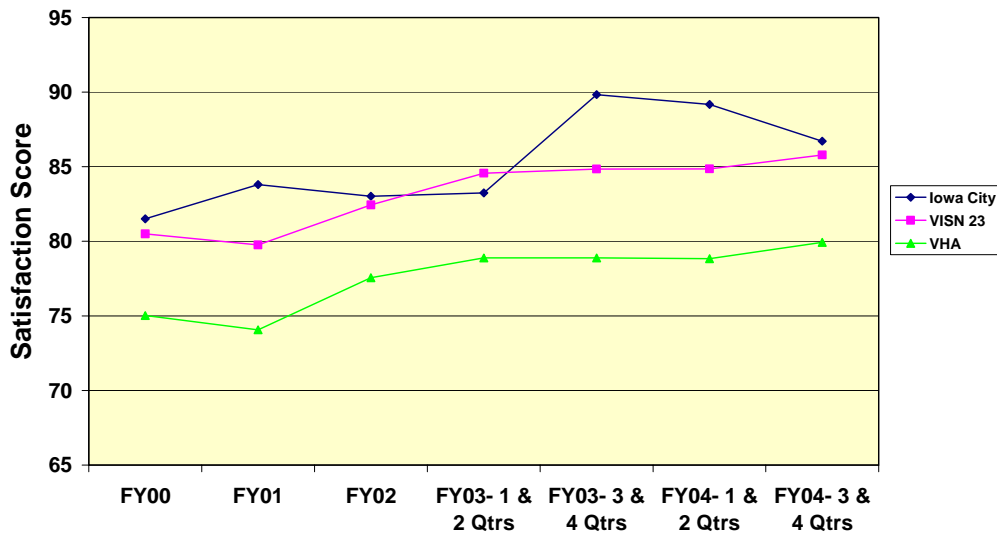


Iowa City Health Care System INPATIENT Satisfaction Survey Results

The following graphs depict the longitudinal results of the **Inpatient Survey of Healthcare Experiences of Patients (SHEP) for All Bed Sections**. The survey measured nine specific satisfaction categories and one general overall quality category. The survey was conducted for all types of inpatients. Results are shown for Iowa City as well as results of VISN23 (Veterans Integrated Service Network) overall and VHA (Veterans Health Administration) overall for comparative purposes. The scores are 'satisfaction scores' so the higher the score the better.

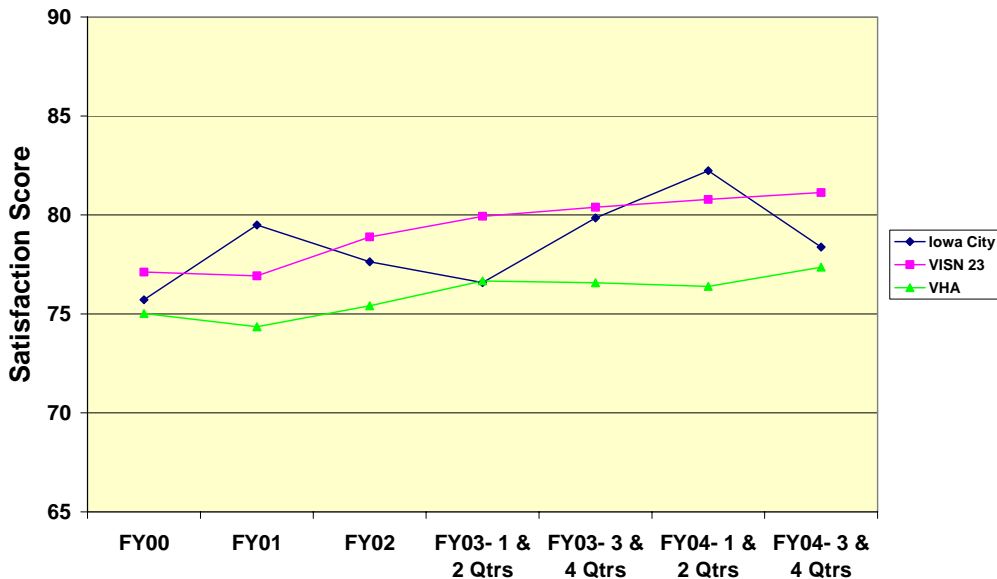
Access – VHA will provide veterans with timely and convenient access to health care.

Access (All Bed Sections)



Coordination of Care – VHA will take responsibility for providing seamless coordination of its patients' care within other VA offices, as well as in non-VA facilities and organizations.

Coordination of Care (All Bed Sections)

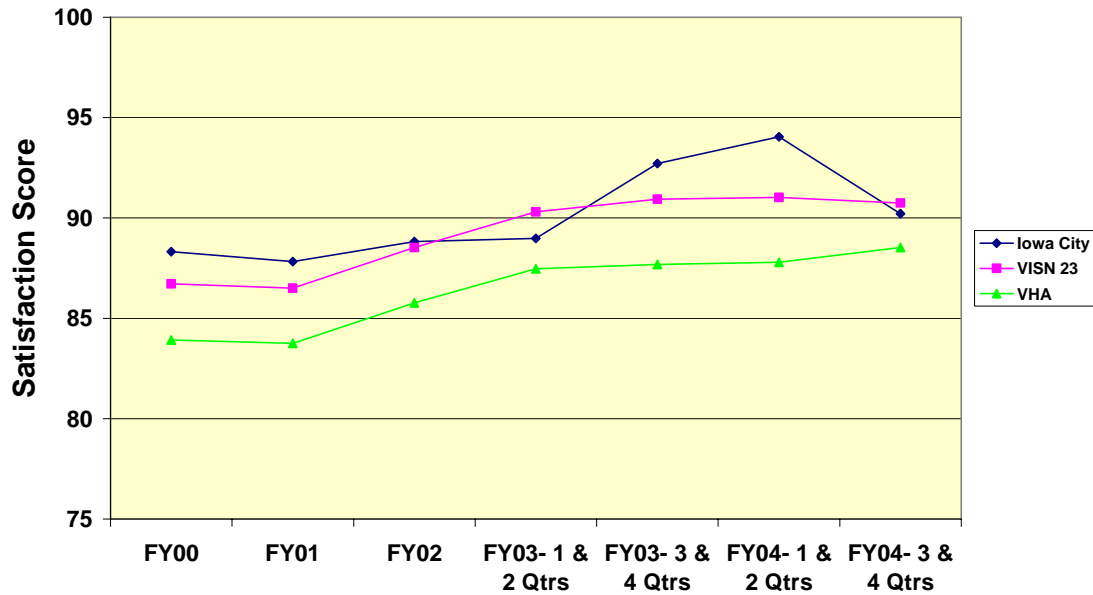


Iowa City Health Care System

INPATIENT Satisfaction Survey Results

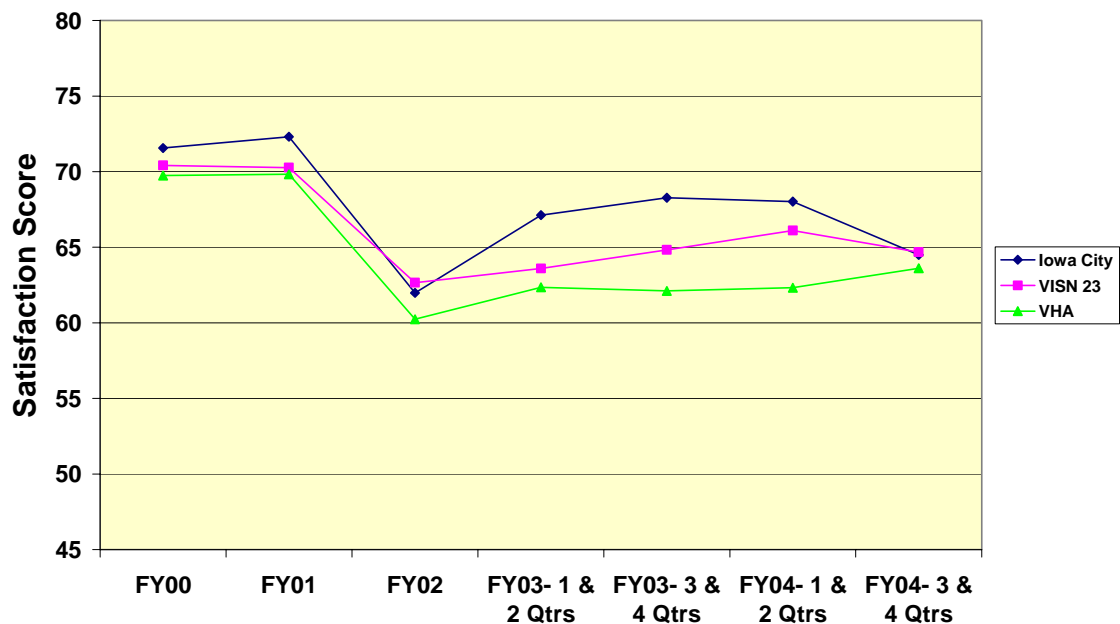
Staff Courtesy – VHA will design and maintain a health care environment where all veterans, their families, and significant others are treated with courtesy and dignity throughout every aspect of their treatment.

Courtesy (All Bed Sections)



Emotional Needs – VHA will provide support to meet its patients' emotional needs.

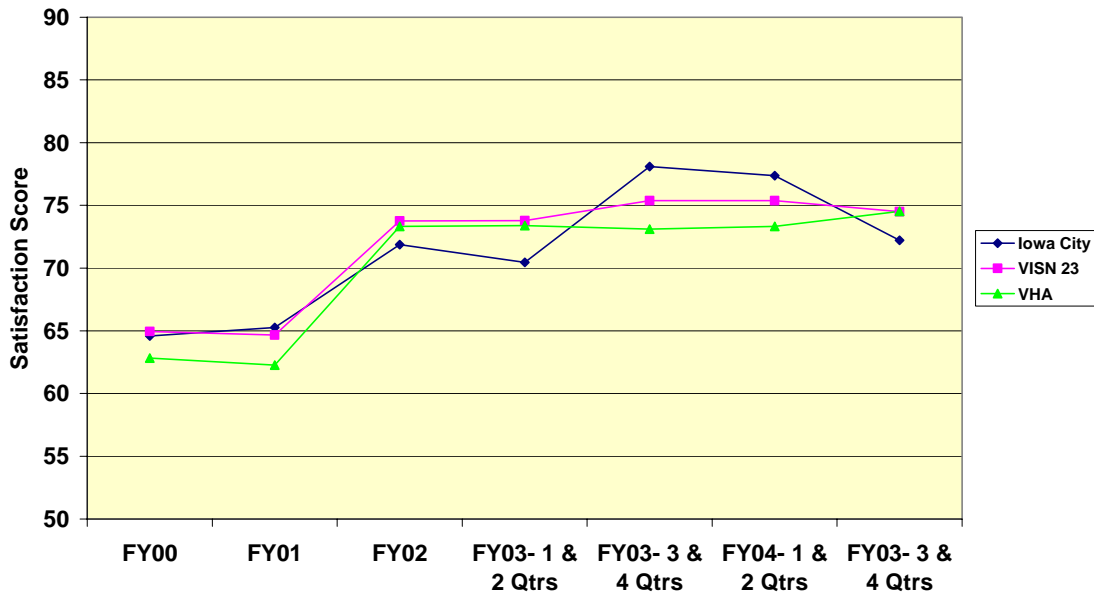
Emotional Support (All Bed Sections)



Iowa City Health Care System INPATIENT Satisfaction Survey Results

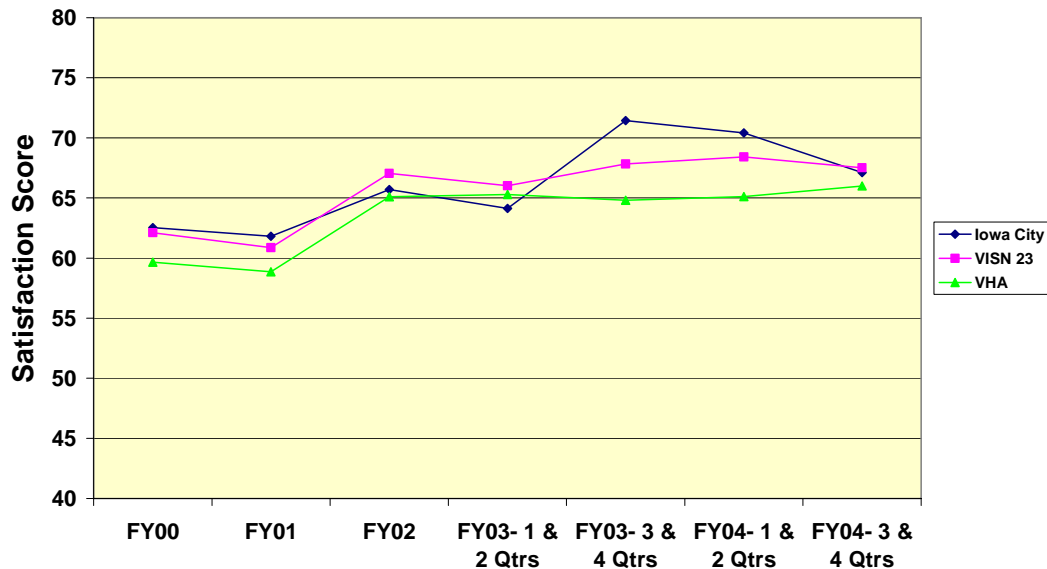
Family Involvement – VHA will provide the opportunity to involve veterans’ families and significant others in their care when appropriate.

Family Involvement (All Bed Sections)



Patient Education – VHA will provide written and oral information and education about veterans’ health care that all veterans, their families and significant others will understand.

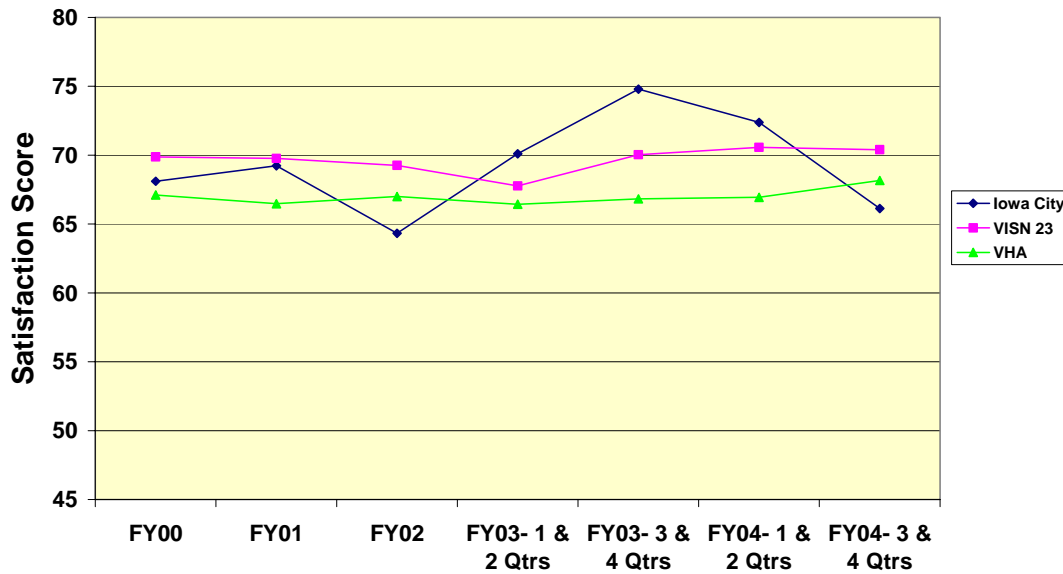
Patient Education (All Bed Sections)



Iowa City Health Care System INPATIENT Satisfaction Survey Results

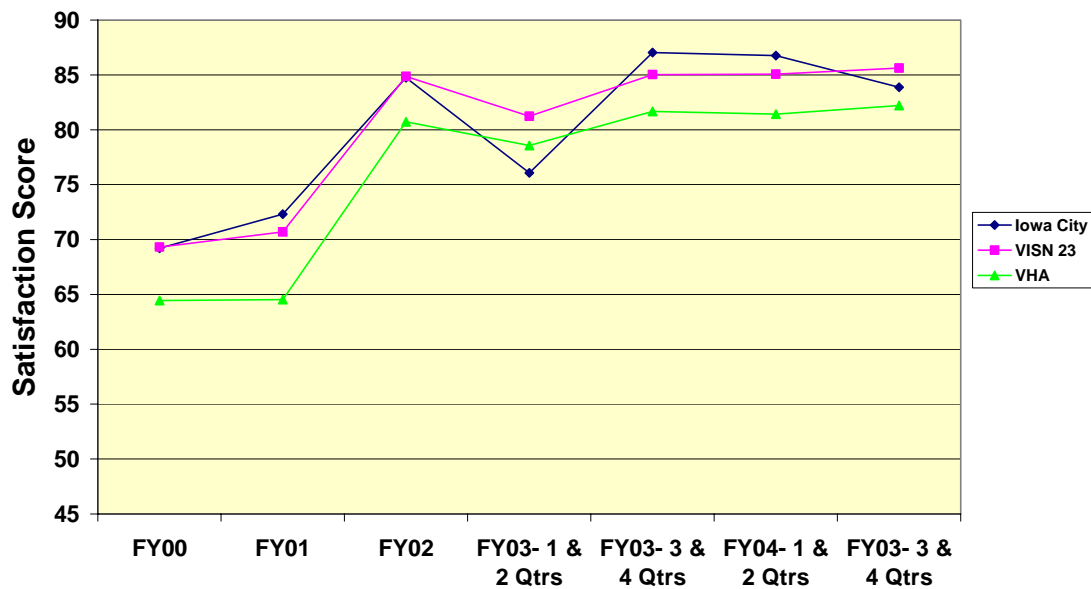
Transition – VHA will provide a smooth transition between veterans' inpatient and outpatient care.

Transition (All Bed Sections)



Physical Comfort – VHA will strive to meet its patients' pain management and physical comfort needs.

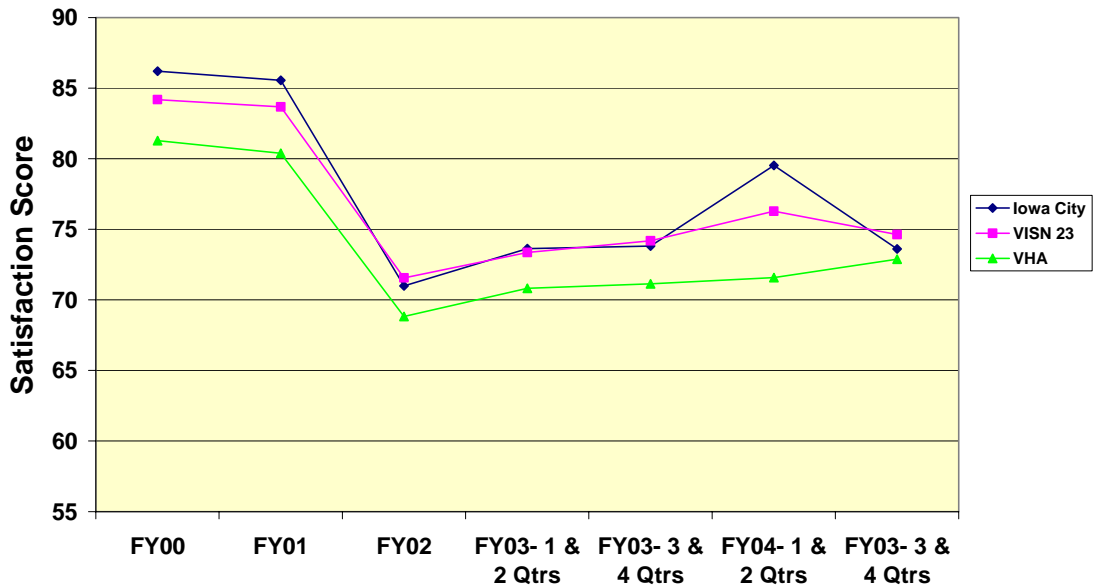
Physical Comfort (All Bed Sections)



Iowa City Health Care System INPATIENT Satisfaction Survey Results

Preferences – VHA will involve patients, their families, and significant others in decisions about their health care.

Preferences (All Bed Sections)



Overall Quality – patient perception of overall quality of care.

Overall Quality (All Bed Sections)

